

OST Accomplishments

Accomplishment	Benefit
<ul style="list-style-type: none"> Recruited and retained highly skilled and experienced professionals (<i>e.g.</i>, attorneys, CPAs, bankers, investment officers, <i>etc.</i>) 	<ul style="list-style-type: none"> Beneficiaries receive focused fiduciary management of Indian trust funds
<ul style="list-style-type: none"> Implemented and maintain a modern, centralized fiduciary accounting system for Tribal and IIM trust funds (same system used by leading banks) 	<ul style="list-style-type: none"> Over 10 million financial transactions now processed annually with over 99.99% accuracy
<ul style="list-style-type: none"> Implemented a centralized lockbox and standardized collection procedures 	<ul style="list-style-type: none"> Same day receipt and posting of most Tribal and IIM collections – over \$1.9 billion now collected annually
<ul style="list-style-type: none"> Automated and standardized disbursement process with multiple payment options (electronic transfers, debit cards, <i>etc.</i>) 	<ul style="list-style-type: none"> Expedited disbursements to Tribal and IIM beneficiaries – over \$1.7 billion now disbursed annually
<ul style="list-style-type: none"> Detailed beneficiary accounts statements now provided (electronically and via mail) to Tribes (monthly) and individuals (quarterly) 	<ul style="list-style-type: none"> Tribal and IIM beneficiaries better informed about financial transactions, encumbrances and land holdings (almost 900,000 account statements issued annually)
<ul style="list-style-type: none"> Implemented daily cash reconciliations with U.S. Treasury 	<ul style="list-style-type: none"> All Tribal and IIM funds remain in balance with U.S. Treasury and any discrepancies are timely resolved
<ul style="list-style-type: none"> Established the American Indian Records Repository (AIRR), a national, centralized records repository, with a dedicated staff and standardized procedures 	<ul style="list-style-type: none"> Indian trust records are safeguarded and permanently preserved at a centralized location (also available for storage of Tribal records)
<ul style="list-style-type: none"> Established a Records Management Curriculum at Haskell Indian Nations University 	<ul style="list-style-type: none"> Develops pool of highly qualified and trained staff to help ensure proper management of Indian trust records for generations to come
<ul style="list-style-type: none"> Established a comprehensive risk management program 	<ul style="list-style-type: none"> Indian trust funds are subject to sound internal controls that promote efficiency and accountability
<ul style="list-style-type: none"> Implemented formal investment process that increases portfolio flexibility by broadening security and maturity selections 	<ul style="list-style-type: none"> Consistent, efficient and transparent investing and review process with the ability to tailor investment portfolios to individual Tribal needs
<ul style="list-style-type: none"> Implemented sound fiduciary accounting practices that have resulted in a clean audit of IIM funds for the past 3 years 	<ul style="list-style-type: none"> External audit provides unbiased assurance that Tribal and IIM funds are properly accounted for in accordance with applicable accounting standards

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<ul style="list-style-type: none"> Fiduciary Trust Officers (FTOs) established as primary point of contact for Tribal and IIM beneficiaries and created Trust Beneficiary Call Center (TBCC) which operates on expanded hours and provides toll-free beneficiary access to information regarding Indian trust assets 	<ul style="list-style-type: none"> Tribal and IIM beneficiaries are provided consistent, timely and accurate information about and assistance with Indian trust assets and other matters – TBCC has responded over 1.8 million inquires since inception with a first-line resolution of 94%
<ul style="list-style-type: none"> FTOs provide expertise and leadership at targeted outreach events throughout Indian country including: financial literacy educational services, estate planning, credit counseling, <i>etc.</i>, and most recently leading the outreach effort for the Land Buy-Back Program for Tribal Nations (LBBP) 	<ul style="list-style-type: none"> Tribal and IIM beneficiaries better informed about a wide variety of Indian trust related subjects - conducted more than 5,100 outreach events (impacting more than 62,000 individuals) in FY 2015, including informing landowners about LBBP so they could make informed decisions about selling their land (more than \$715 million paid to landowners, restoring equivalent of nearly 1.5 million acres of land to tribal governments)
<ul style="list-style-type: none"> FTOs provide estate planning assistance and partner with attorneys, law schools, tribes, and other non-profits to provide professional will drafting 	<ul style="list-style-type: none"> Beneficiaries provided no-cost will drafting and estate planning services through partnerships with over 20 separate legal service providers (recent estate planning grant awarded to Indian Land Tenure Foundation)
<ul style="list-style-type: none"> Developed numerous active partnerships with other federal, state and tribal agencies/programs that serve Indian country 	<ul style="list-style-type: none"> Advocacy and partnerships have helped to ensure that Indian trust assets are not considered a disqualifying resource for federal and state entitlement programs and have resulted in specific guidance being issued by the IRS regarding the non-taxability of certain tribal per capita payments
<ul style="list-style-type: none"> Established website with national WAU searchable database and implemented a continuous and focused effort to locate WAU accountholders through outreach and electronic searches of over 7,000 electronic databases 	<ul style="list-style-type: none"> Over 330,000 WAU accountholders updated in the last 15 years resulting in distribution of more than \$386 million to beneficiaries often making a substantial difference in the quality of the recipients' lives
<ul style="list-style-type: none"> Implemented a formal trust and records management evaluation process applicable to all trust programs managed by the Department and Indian tribes 	<ul style="list-style-type: none"> Strengthens management of trust programs and records activities by ensuring compliance with federal laws, regulations, and/or internal controls – over 500 trust evaluations and almost 600 records assessments completed
<ul style="list-style-type: none"> Designed and implemented Office of Appraisal Services Information System (OASIS) for appraisal tracking, real-time status and reporting and a streamlined mass appraisal method for processing of appraisal requests 	<ul style="list-style-type: none"> More efficient and timely completion of appraisals, facilitating completion of over 360 site specific and mass appraisals for the LBBP (valued at approximately \$2.021 billion, encompassed 11,873 land tracts, totaling 2,248,933 acres)